

## INVOICE-BASED REPORTS

There are two general types of printed material used for invoices.

- **Documents** resemble a form and are usually for one invoice. The only document used in Customer Invoicing is the invoice itself. Statements are requested through the Accounts Receivable section and will be discussed in another newsletter.
- **Reports** normally contain data on multiple invoices. An Invoice History report would be an example of a report.

The documents and reports described below are the ones most commonly used. There are others that may be appropriate in special situations. Samples of most documents and reports are available by going to the following function on your main menu.

Help  
Sample reports

### Documents

There is only one document for the Customer Invoicing area—the invoice itself. There can be multiple copies that are different. Each copy is set up using a separate template. We have standard layouts for each copy but these are designed so that they can be easily modified to fit your requirements. Contact Technical Support to request changes to a specific document format.

All of the copies are requested from the same screen and have similar formats. You can print and e-mail them as well as FAX them if you have the FAX module.

The copies that are available are as follows:

- 1) File copy - This copy is for your files so that if you want cost or commission information included, you can do that without the customer seeing it on his copy.
- 2) Customer copy (marked as original) - This copy is the one you would send to the customer.
- 3) Customer copy (marked as copy) - This copy can be used if the customer requires a second copy **OR** as a follow up if the invoice becomes past due. If the customer has paid part of the invoice, either as a deposit or at a later date, the total amount paid will be shown. The original copy only shows any deposit that has paid at the time of invoicing.
- 4) Salesman's copy - You may send this copy to your salesman. The layout is usually similar to the File Copy. You can include commission if you wish. However, make sure your salesmen know **NOT** to send this copy to a customer!

If you have a need for another invoice-oriented document, another template can be added.

Many users like to e-mail some invoices, FAX some, and mail the rest. Here's the steps you would need to do to accomplish this without having to do those on a one-by-one basis.

- 1) On the customer file, set the Preferred Communication Method to the method you want

to use for that customer. If you have not set these in the past, they are probably set to “print”. If you want to change a large number of customers to a different method, contact Technical Support for assistance.

- 2) At the end of the day, e-mail the invoices to the day’s range of invoice numbers. Check the “Customer’s copy (marked as original)”. The e-mail address sent under the **billing** area of the customer set up data will be the one used. An e-mail address has to be defined **AND** the invoice should not show as e-mailed already **AND** the customer preference for invoices has to be set to “e-mail”. Below is how the screen would typically be filled out

The screenshot shows a web-based interface for selecting and generating invoice copies. At the top, there are three radio buttons for 'Selection Method': 'By range of invoice numbers' (selected), 'Past due invoices only', and 'All open invoices'. Below this, there are input fields for 'Invoice Number -', 'Begin:' (011374), and 'End:' (011377). There are also fields for 'Salesman:', 'Division:', and 'Program:', each with a search icon and a red note: 'To restrict to specific salesman', 'To restrict to specific division', and 'To restrict to specific program' respectively. Under 'Copies to Generate:', there are four checkboxes: 'File Copy' (unchecked), 'Customer copy (marked as original)' (checked), 'Customer Copy (marked as copy) (will show total amount paid)' (unchecked), and 'Salesman's Copy (if applicable)' (unchecked). An 'Optional Message:' field contains 'Please pay from this invoice'. There is a 'Reprint option:' checkbox for 'E-mail form even if already e-mailed'. The 'E-mail Address:' field is empty. Below it, there are two radio buttons for 'How will E-mail address be used?': 'E-mail only the file copy to this address' (selected) and 'E-mail ALL documents to this one address'. The 'From' E-mail address is 'kkeady@lakeshoregroup.com' and the 'Subject' is 'Invoice from Lakeshore Test System'. A 'Print Copy?' checkbox is at the bottom.

You can also add attachments to the e-mail version if you wanted to do something like attach a promotional piece to the invoice.

- 3) If you have the FAX option, FAX the invoices to the day’s range of invoice numbers. If the invoice has already been e-mailed, it will be skipped. The FAX number on the **billing** portion of the customer set up will be used. That FAX number has to be available **AND** the invoice cannot have already been e-mailed or FAXed **AND** the customer’s preference for invoices must be set to “FAX”.
- 4) Print any remaining invoices. The customer copy of any invoices that have not already been e-mailed or FAXed will be printed. You can also print the File Copy of your invoices at this time if you wish.

### Other options

If you would like to e-mail a salesman all of his or her invoices for the day, you can also select the invoices by salesman by entering the salesman number in the field provided and checking the “salesman copy”.

If you’d like to send a customer all of his past due invoices or all his open invoices, there is also an option to do that. Pick one of those two options, enter the appropriate customer number and specify the e-mail address or FAX number you’d like to use.

## Reports

- ***Invoice List***

This is the “go to” report you will probably use most frequently. It gives a 1-line summary of the invoice in the same format used on the Sales Journal. You can optionally include or exclude gross profit or cost so it is a report that is suitable for giving to your customer if you wish.

You may restrict selection of the data by up to 10 different ways as well as by invoice number and invoice date ranges. You can sort up to 5 levels.

You can choose the types of invoices to include so you could pick only invoices related to inventory shipments, for example.

- ***Invoice History Detail***

This report lists more detail about the invoice. There are two formats.

- 1) The default is to print one line / invoice with the total sales, shipping, tax, and profit (if selected).
- 2) If you pick the “Show all lines” option, ALL of the lines on each invoice will be listed.

There is also an option to include the shipping address which is frequently requested by some programs.

Both reports have the same selection/sort options as the Invoice List.

Both of these reports discussed above are based on the invoice as a whole.

- ***Invoice History Item Detail***
- ***Invoice Inventory Activity***

These two reports are based on the line items on the invoice. Pick one of these if you want to look at activity on specific item numbers. The Invoice History Item Detail will include any non-blank item on any type of invoice that meet your other criteria. The Invoice Inventory Activity is restricted to “real” inventory items.

- ***Royalty report***

This report list the information you need to pay royalties. There are several ways to select the items to be included. You can predefine the royalty formula on the item file and/or enter a default percentage for a specific report.

- ***Item Ranking report***

This report ranks item activity by quantity, sales, and profit. There are also several ways to select the items to be included. You can suppress the profit data if you are

giving the report to a client. This report is an excellent way to analyze which items are performing well and which ones are performing poorly.

## **Other reporting options**

In addition to the reports in the Customer Invoicing section, there are other invoice-based reports available in the system.

- ***Sales history***

There are many reports in this area including ones based on salesman, customer, and item.

- ***Create-A-Report***

There are extensive selection/sorting options available to pull the exact invoice data you require. You may select just a list of invoices OR a list of item-level data from invoices, depending on your requirements.

Then you have several options regarding how to use this data.

- 1) Pre-defined reports

You can feed the selected data into formats that are similar to those used on the regular invoice and sales history reports such as Sales History, Invoice History, and Item Sales History.

- 2) User-defined reports

You can lay out your own reports.

- 3) Export to Excel

You can export the invoice data to Excel for further manipulation.